

Report of	Meeting	Date
Chief Executive (Introduced by the Leader)	Council	22 nd July 2014

CHORLEY COUNCIL ANNUAL REPORT 2013/14

PURPOSE OF REPORT

- To provide a summary of the Council's achievements during 2013/14 as well as highlighting opportunities for further improvement during 2014/15.

RECOMMENDATION(S)

- That the report be noted.

EXECUTIVE SUMMARY OF REPORT

- Overall performance of Corporate Strategy projects during 2013/14 has been good, providing tangible outcomes that meet and exceed the Council's key corporate priority areas
 - involving residents in improving their local area and equality of access for all
 - a strong local economy
 - clean safe and healthy communities
 - an ambitious council that does more to meet the needs of residents and the local area

The successful delivery of these projects has been supported by the Council's programme of new investment. Looking ahead we face challenges around customer satisfaction, social isolation and developing Chorley's economy. We also face financial challenges as projections show a potential budget gap of £2.200m over the next three years. A number of initiatives have been put in place for 2014/15 to address these challenges.

Confidential report Please bold as appropriate	Yes	No
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Key Decision? Please bold as appropriate	Yes	No
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REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

- N/A

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- N/A

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	✓	A strong local economy	✓
Clean, safe and healthy communities	✓	An ambitious council that does more to meet the needs of residents and the local area	✓

BACKGROUND

7. The annual report is a key mechanism for presenting information on the Council's performance to residents, partners and key stakeholders. The report provides information on what the Council has delivered over the past 12 months to meet its vision of an ambitious council that achieves more by listening to the whole community and exceeding their needs. Looking ahead the report identifies key challenges faced by the council in order to meet resident's needs, setting out a number of key initiatives for 2014/15 that will deliver improvements in these areas.

SUMMARY OF THE REPORT

8. The Chorley Council Annual Report is attached to this report as an appendix. The key headlines from the report are:
- a. **involving residents in improving their local area and equality of access for all** – the Working Together With Families programme has developed a successful new way of working with families which is providing positive outcomes. There has been increased community engagement in volunteering through the Chorley Time Credits programme. Reductions in social isolation have been achieved through the connecting communities through food pilot 'Meals on Wheels' and improvements to local amenity have been carried out through neighbourhood working.
 - b. **a strong local economy** - a range of improvements to the town centre have been made over the past 12 months to both improve its offer and create a vibrant town centre, with the evening town centre economy being supported by events such as Chorley Live. Local businesses have benefitted from grants for improvements and expansion and received a wide range of support and advice from the council's business support service. Work has been undertaken to reduce the gap between our most affluent communities and the more deprived areas of the borough with employment initiatives aimed at getting people back into work and the development of our inward investment plan promoting economic growth in the borough and helping create jobs.
 - c. **clean safe and healthy communities** - the health and well-being of our residents continues to be a priority as we proactively work with partners to deliver the Friday Street Health Centre to achieve better health outcomes in one of our most deprived areas. Delivery of our diverse range of sports programmes is improving the skills and levels of health and wellbeing of our residents and this year we have taken our first steps to becoming a Dementia Friendly Community, training all front line staff to identify and in turn support dementia sufferers. We have also delivered 129 affordable homes and put Chorley on the national map with our entry in Britain in Bloom and Trip Advisor award for Astley Park.
 - d. **an ambitious council that does more to meet the needs of residents and the local area** - the launch of our high street Credit Union is proving a success, offering residents an alternative to pay day lenders. We have delivered a number of initiatives to tackle fuel poverty, recent figures showing that we have the third lowest percentage of households living in fuel poverty in Lancashire. The launch of 'My Account' is enabling customers to easily access our services and receiving positive feedback. The recent

Peer Challenge Review highlights what we are doing well and identifies areas where we can improve.

- e. **Council Spending** - The Council's budget management has been strong, spending has been contained and significant budget efficiencies have been achieved. The programme of investment for 2014/15 now totals £4.143m to support key priority areas.
- f. **Challenges and how we will continue to make it happen in 2014/15** - The likelihood of social isolation increases with age and as Chorley has the most rapidly ageing population in the North West overcoming social isolation is a key priority for 2014/15 with the council working closely with residents to put in place interventions. The council continues to tackle customer dissatisfaction levels and will continue to listen to and engage with residents to improve levels of satisfaction. Developing Chorley's economy continues to be a priority, a number of initiatives have been put in place for 2014/15 to create new jobs, promote inward investment and improve the offer in the town centre. Projections show a potential budget deficit of £2.200m by 2016/17, to address this gap the council is focused on bringing in additional income and reducing costs whilst minimising the impact for residents.

IMPLICATIONS OF REPORT

9. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		Integrated Impact Assessment required?	
No significant implications in this area	✓	Policy and Communications	

COMMENTS OF THE STATUTORY FINANCE OFFICER

10. No comment

COMMENTS OF THE MONITORING OFFICER

11. No comment

Gary Hall
Chief Executive

Report Author	Ext	Date	Doc ID
Natalie Taylor-Proctor	5248	7 th July 2014	Annual report 2013/14